

CC NO. 98-67

Dana Jackson

From: Gary Roush [gary@gdmroush.com]
Sent: Saturday, August 09, 2003 6:56 PM
To: Thomas Chandler
Subject: Proceeding 98-67

Hello Thomas Chandler,

This is in regards to proceeding 98-67. I am dismayed to see the support for the Video Relay Services (VRS) being dropped. I want to state that the VRS has been valuable to me. I find communication much faster, *more smooth and more* understanding and a big time savings. I ask for reconsideration in bringing back the former rates that were being paid to VRS to serving our hearing-impaired needs. Remember it not only benefits the hearing-impaired. It also benefits the hearing people so that *communication comes across*. It used to be I could request an VRS rep immediately, but now the average wait time for a rep to come is now about 3 minutes. I very much prefer VRS than Text Relay Service and would like to see more hours available for this truly valuable service.

Your help in understanding this matter will be appreciated.

Thank you,
Gary Roush

P.S. I sent this on the FCC's website, but it doesn't appear the request worked, so I hope this is recognized as a copy sent from the website as well. This is where I filled out the Proceeding request.

http://gulfoss2.fcc.gov/prod/ecfs/upload_v2.cgi

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AUG 12 2003

Federal Communications Commission
Office of the Secretary

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8/11/2003